

Attorney Docket No. P5685
Client/Matter No. 80168.0232
EXPRESS MAIL NO. EL961396465US

In re Application of: George Hines
Serial No. 09/920,531
Filed August 1, 2001

For SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED PROACTIVE AND
REACTIVE COMPUTER SYSTEM ANALYSIS

THE COMMISSIONER FOR PATENTS
PO Box 1450
Alexandria, VA 22313-1450

RECEIVED
OCT 18 2004
Technology Center 2100

Sir:

Transmitted herewith for filing is an Amendment in the above-identified application.

☐ No additional fee is required.

The fee has been calculated as shown below:

(Col. 1)		(Col. 2)		(Col. 3)	SMALL ENTITY		OR		OTHER THAN A SMALL ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE		RATE	ADDIT. FEE	
TOTAL	* 19	MINUS	** 20	= 0	x 9 =	\$		x 18 =	\$ 0	
INDEP.	* 6	MINUS	*** 3	= 3	x 43 =	\$		x 86 =	\$ 258.00	
9 FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					+145 =	\$		+290 =	\$ 0	
					TOTAL	\$		TOTAL ADDIT. FEE	\$ 258.00	

* If the entry in Col. 1 is less than the entry in Col.2, write "0" in Col. 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior amendment or the number of claims originally filed.

☐ Please charge my Deposit Account No. _____ in the amount of \$ _____. A duplicate of this sheet is attached.

☒ A check in the amount of \$ 258.00 is attached.

☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-1123. A duplicate copy of this sheet is attached.

☒ Any filing fees under 37 CFR 1.16 for the presentation of extra claims.

☐ Any patent application processing fees under 37 CFR 1.17.

Dated: 10/07/04

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EXPRESS MAIL NO. EL961396465US
Client/Matter No. 80168.0232

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No. 09/920,531	Confirmation No.: 5961
Application of: George Hines	Customer No.: 32658
Filed: August 1, 2001	RECEIVED OCT 1 8 2004 Technology Center 2100
Art Unit: 2113	
Examiner: Scott T. Baderman	
Attorney Docket No. P5685	
For: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED PROACTIVE AND REACTIVE COMPUTER SYSTEM ANALYSIS	

CERTIFICATE OF MAILING BY EXPRESS MAIL

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The undersigned hereby certifies that the following documents:


- Amendment in response to the Office Communication mailed July 7, 2004;
- Amendment Fee Transmittal Cover Sheet with check in the amount of \$258.00;
- Certificate of Mailing by Express Mail; and
- Return Receipt Postcard

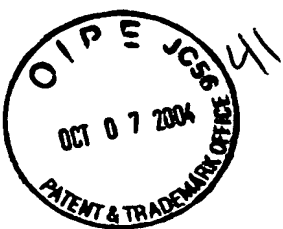
relating to the above application, were deposited as "Express Mail", Mailing Label No. EL961396465US with the United States Postal Service, addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

10/07/04
Date

10/07/04
Date


Mailer


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Client Matter No. 80168.0232
Express Mail No.: EL961396465US

2113
#

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No. 09/920,531

Application of: George Hines

Filed: August 1, 2001

Art Unit: 2113

Examiner: Baderman, Scott T.

Attorney Docket No. P5685

For: SERVICE GURU SYSTEM AND METHOD
FOR AUTOMATED PROACTIVE AND REACTIVE
COMPUTER SYSTEM ANALYSIS

Confirmation No.: 5961

Customer No.: **32658**

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AMENDMENT

OCT 1 8 2004

Technology Center 2100

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the office communication mailed July 7, 2004, please
amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which
begins on page 4 of this paper.

Remarks/Arguments begin on page 10 of this paper.

10/13/2004 WABDELRI 00000016 501123 09920531
01 FC:1201 6.00 DA 258.00 OP